

# Standard Surveys Administered at Southwestern Community College

As part of its regular and on-going assessment efforts, Southwestern administers a number of surveys to students, faculty and staff. The surveys are designed to provide current and useful feedback on all major programs and services of the college. The results are tabulated, analyzed and shared with all appropriate stakeholders. In addition, during the past year the Institutional Research and Planning Office has made a major effort to list most survey results on its website. Some exceptions to this practice are the results of the Student Opinion Survey and the program-specific graduate and employer survey results. These results have elements of confidentiality and are only shared with the appropriate faculty, dean and/or vice-president. The following is a list of those surveys administered on a regular basis at the college.

## **Surveys Administered Each Semester**

- Distance Learning Survey
- Student Opinion Survey (course evaluation)

## **Annual Surveys**

- Employee Evaluation of College Services
- Gear-Up Student Survey
- LRC User Survey (Faculty)
- LRC User Survey (Student)
- New Student Survey
- Non-Returning Student Survey
- Student Climate Survey
- Survey of Employers of SCC Graduates

## **Other Surveys**

- Student Satisfaction Inventory Survey (Noel-Levitz)\*
- Institutional Priorities Survey (Noel-Levitz/Faculty & Staff Survey)\*
- Community College Survey of Student Engagement (CCSSE)\*\*

\*These Noel-Levitz surveys were administered Fall Semester 2001 and Fall Semester 2003

\*\*CCSSE survey administered Spring Semester 2005

### **Overview of Results for 2004-05**

Surveys administered in 2004-05 reflected generally high satisfaction levels on most areas by students, graduates, and faculty/staff. For example, in 2005 the mean scores for questions on the Student Climate Survey were consistently higher than for the 2004 or 2003 surveys. The mean scores for twenty-seven questions increased from 2003 to 2005. The mean scores were unchanged for five questions. Only two questions experienced a decline in the mean score from 2003 to 2005. Some areas which experienced relatively low satisfaction levels on the 2003 and 2004 surveys, improved dramatically in 2005. These areas include financial aid services, the college bookstore (resources and quality of service), and student parking. One explanation for the marked increase in satisfaction levels for these areas is the result of initiatives undertaken by the college (beginning in 2001 and continuing through 2004) to address these areas. These initiatives were stimulated not only by the college's internal Student Climate Survey, but also as a result of the Noel-Levitz Survey. The results of the 2005 survey would indicate improvements in these areas have contributed to much higher student satisfaction levels.

The Graduate Survey also reflected consistently higher satisfaction levels for 2004 graduates than for other recent graduating classes. This survey is administered to all curriculum graduates approximately six months after they complete their program. The 2004 graduates indicated higher satisfaction levels on such areas as the overall quality of their academic program, satisfaction with courses outside their major, academic advising, the library, the registration process and campus security. Also, 100 percent of graduates responding to the survey indicated they were satisfied with the overall quality of the college.

In Spring 2005 the college participated in the Community College Survey of Student Engagement (CCSSE), a national community college survey. Southwestern was one of 257 community colleges to participate in this survey which focuses on those areas that impact student learning. Preliminary results indicate Southwestern compares very favorably with other colleges on these areas. The survey results indicate Southwestern exceeded the national norm in all five benchmark areas- Active and Collaborative Learning, Student Effort, Academic Challenge, Student-Faculty Interaction, and Support for Learners. The CCSSE results also indicated that Southwestern was notably **above the mean** for 36 questions compared to other colleges participating in the survey. Furthermore, Southwestern was notably **below the mean** for only one question compared to other colleges participating in the survey. The only question where Southwestern was notably below the mean was the extent to which students had serious conversations with students of a different race or ethnicity. This is a reflection of the demographic composition of the college's service area, which is primarily White. As one would expect, Southwestern was very pleased with its results on this national survey.

The Faculty/Staff Evaluation of College Services Survey is administered in spring semester each year. The college recognizes that faculty and staff are the primary customers for a number of departments at the college (such as Institutional Research & Planning, Human Resources, Public Information, etc.). This survey is one method for gathering data on these areas which can be used for identifying opportunities for improvement. As was the case for student and graduate surveys in 2004-05, the results for this survey showed improvement for most areas over the prior year. The survey consists of 146 questions. Of these, 88 experienced an increase in the mean score over the prior year, 4 were unchanged, 9 were new questions and were not comparable to prior years, and 45 questions experienced a decline in the mean compared to the previous year.